

**Minutes**  
**California 9-1-1 Advisory Board**  
**707 3<sup>rd</sup> Street**  
**8<sup>th</sup> Floor Executive Board Room**  
**West Sacramento, CA 95605**  
**June 4, 2008**

**Members Present**

Edward N. Bonner, Placer County Sheriff's Department  
Peter M. Bryan, City of Rancho Cucamonga Fire Protection  
Reginald Chappelle, California Highway Patrol  
Richard J. Doscher, Yuba City Police Department  
Chris R. Hinshaw, Hinshaw Enterprises  
JoAnn Hicks, for Lisa J. Hoffmann, San Francisco Department of Emergency  
Lesli J. Wilson, North County Dispatch Joint Powers Authority (JPA)  
Chip W. Yarborough, Mountain View Police Department  
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS

**Members Absent**

Sam L. Spiegel, Folsom Police Department  
Mark N. Pazin, County of Merced Sheriff's Department

**Others Present**

Michelle Bland, California Highway Patrol  
Steve Carr, Mission Consulting  
Gary Grootveld, Public Safety Radio Services  
Roy Halterman, IPC  
Gayle Kinn, AT&T  
Andy Nielsen, CA 9-1-1 Office  
Darold Whitmer, Intrado

**Conference Bridge**

Carolyn Brown  
Dana Earl  
Muriel Haglind  
Sam Spiegel  
Sherri Furnis

- 1) **Call to order, Welcome and Opening remarks** – A quorum being present, Daphne Rhoe called the meeting to order at 9:00 a.m. There was a conference bridge based on a specific request by members of the public to dial in. Roll was taken, two members were absent.
- 2) **Approval of Minutes of February 27, 2008 Meeting (Handout)** – Sheriff Bonner moved to approve the minutes. The minutes were unanimously approved. No discussion.
- 3) **Reports of Standing and Ad Hoc Committees -**
  - **Technical and Operational Standards and Review Committee**  
-Alternate Answer for Secondary PSAPs

Lesli Wilson sent Daphne Rhoe several emails with a number of questions and inquiries.

After having a fiscal and operational review (FOR) completed at her PSAP, Ms. Wilson believed that alternate answer circuits for secondary PSAPs are not always funded. She is concerned that possibly the State considers that primary PSAPs can be the alternate answer site for secondary PSAPs. Ms. Wilson does not believe it is a reasonable expectation that primary PSAPs handle the calls for secondary PSAPs because they are not trained appropriately and may not be able to perform EMD (emergency medical dispatch). She indicated that it is just as critical for secondary PSAPs to have alternate answer circuits funded. As part of the FOR process, Ms. Wilson would like to see this discussion included so that secondary PSAPs will at least have considered preparing a plan in the event their PSAP needs to be evacuated or they are otherwise unable to take calls from a primary PSAP.

Ms. Rhoe stated the California 9-1-1 Emergency Communications Office (9-1-1 Office) funds secondary PSAPs on a case-by-case basis.

Sheriff Bonner requested that, for the record, Ms. Rhoe identify each secondary PSAP that is funded for alternate answer circuits. The secondary PSAPs that are currently funded are as follows: CAL Fire, Mariposa Fire, Coalinga Fire Department, Contra Costa County Fire, Heartland Fire Authority, Los Angeles City Fire, Los Angeles County Fire, Metro Net Com Center (Anaheim), Orange County Fire Authority, North County Dispatch JPA, Sacramento Regional Fire, Verdugo Fire (Glendale) and Avalon Fire (Primary PSAP).

Self Funded: Kern County Fire, San Diego Fire and Rescue, San Ramon Valley Fire, Stanislaus County EMS, and Ventura County Fire.

Ms. Rhoe stated that for everyone's information, in the 9-1-1 Operations Manual Chapter III, "Funding", the 9-1-1 Office does address alternate answers circuits; it doesn't say specifically only for primary PSAPs, the 9-1-1 Office does not distinguish or exclude specifically secondary PSAPs.

Ms. Wilson stated the FOR program is very beneficial and a worthy program. This program allows a State representative to meet with the PSAP office and carefully review records, making sure upgrades are completed, answering questions or giving important information that the PSAP may not be aware of.

- **Training Standards & Review**  
-Outreach Training

Ms. Wilson asked for an explanation of the difference between outreach training and the FOR program. She asked if they can be combined or overlapped in some way.

Ms. Rhoe gave an update on the FORs and outreach training that are in place. Ms. Rhoe stated that what was formerly known as the Compliance Review is now outdated and currently known as the Fiscal and Operational Review (FOR) Program, which is relatively new. The 9-1-1 Office worked with a consultant to assist in developing standards to evaluate, educate, and provide an opportunity for the PSAP community to interact directly with the 9-1-1 Office. The 9-1-1 Office receives beneficial information during these meetings to review and correct records. For example: there may be circuits that have not been used or equipment that has been removed long ago for which the 9-1-1 Office is currently being billed. This is the reason that the 9-1-1 Office visits the site to gain a better understanding of the needs of the PSAPs. New and

existing information is shared with the PSAP that they might not be aware of. Once the PSAP understood that the review was for the PSAP's benefit, they were pleased. It helps the 9-1-1 Office reconcile its records and to show what is actually being paid. To date, 45 FORs have been completed. This includes secondary and primary PSAPs. On an annual basis, the 9-1-1 Office shows an estimated savings of \$24,000 as a result of the FOR's. Currently, out of 45 PSAPs, the five year costs total just under \$50 million. The 9-1-1 Office funds this amount in addition to network services. Ms. Rhoe welcomes input from any of the members of the California 9-1-1 Advisory Board (Board).

- **Ad Hoc Committee on Long Range Planning needs – (Handout)**

-Review of DRAFT of Request for Offer (RFO) to revise 9-1-1 Strategic Plan for California.

A draft of the Strategic Plan for California - Request for Offer (RFO) was distributed to the Board. Mr. Hinshaw, Chair of the Ad Hoc Committee on Long Range Planning, reviewed the RFO and stated that it looked satisfactory. Mr. Hinshaw asked about the review process and Ms. Rhoe responded the RFO will be finalized and sent to the Department of Technology Services who will establish a release date. Chief Bryan suggested sending the RFO to County Coordinators (CC's), once the RFO is released.

Several questions were asked by Chief Bryan: Has a cost come in from the request? Does the current format allow the different deliverables to be separated? Could the 9-1-1 Office request a portion by each deliverable? Ms. Rhoe stated that none of the deliverables is guaranteed and that one or more of the deliverables can be cut from the project. The contract does not have to be awarded. If offers come back with pricing that is excessive, the RFO can be cancelled; the 9-1-1 Office is not obligated to award the contract. At this point, the 9-1-1 Office has no estimate on pricing. It is a very aggressive work plan. The Board would like to be notified when a timeline for the RFO has been established.

4)

**Unfinished Business -**

-Criteria for PSAP Notification/Escalation

Ms. Rhoe stated the Department of General Services has a standard process in place that has been used for over five years and recently modified. On an ongoing basis, the 9-1-1 Office meets with the Office of Emergency Services (OES) and now has a closer relationship with OES. In recent months, there have been a number of outages. Ms. Rhoe maintains an outage report; OES has direct connection to each county via their radio systems. With the communication between the 9-1-1 Office and OES they are able to keep each other informed as the status of outages changes.

Ms. Rhoe shared with the Board that OES keeps in contact with the 9-1-1 Office and the "Green Phones" (State microwave system) can be used if necessary. OES is often the first to hear about outages. So they can make arrangements to deploy cell phones to the PSAPs based on information received from the county. Systems are in place and working very well, and there has been an increased amount of communication between the 9-1-1 Office and OES. Service providers often must rely on the very network experiencing the outage to communicate with the effected PSAP, so they have no other means of communicating with the PSAP if the network is out; however, OES communicates via radio.

Ms. Rhoe said that OES notifying the PSAPs would be most efficient and timely, and utilizing the service provider as a supplemental resource would be an option. Information obtained from the PSAPs by OES tends to be more current than that received by the service provider.

Mr. Hinshaw will resend the process that was written in regards to establishing a better communication method in distributing the outage information.

Chief Bryan gave an example: When 100 customers lose power, the system should notify the providers of that outage. Then the agency can determine how it would like to handle the situation and what action should be taken.

#### **County Coordinator Resource Manual (CCRM)**

Ms. Wilson stated there should be specific job qualifications for the County Coordinator (CC) position, which is critical to the 9-1-1 system network. The County Coordinator Resource Manual (CCRM) should be consistent in what services are provided. Ms. Wilson suggested that the CC's attend a Board meeting to give an overview of what their job entails and to get their input on the manual. During the meeting the CC's could address questions or concerns.

Ms. Rhoe stated that the CCRM is available on the County Coordinator website. Ms. Rhoe gave some historical information about the CC role. It began with an individual maintaining the MSAG, and now it has evolved to include a lot more responsibility and is integral to the 9-1-1 system in every county. The CC position is critical to ensure the effective and accurate delivery of 9-1-1 calls. The CC's are committed to their job. It is up to each county to designate a CC; that authority is not given to the 9-1-1 Office.

A 9-1-1 Office staff person was involved as facilitator on the CCRM. Mr. Yarborough suggested a contract should be put in place so that the CC position can be performed more efficiently. Mr. Yarborough went on to state it would seem logical for the State to adopt the CCRM as a model for CC duties. When a CC comes on board, they would have a reference guide for the sake of consistency.

As the CC for San Francisco, Ms. JoAnn Hicks mentioned their county is very small; however, in the larger counties the duties are very significant (VoIP, Wireless, NG9-1-1 and TDD calls). Having a coordinated effort and committee involved is a good idea.

Chief Reginald Chappelle made a motion to create a working group to make suggestions on what steps need to be taken to strengthen this program. The Board voted unanimously in favor.

A list of the CC's will be sent to all Board members per Ms. Rhoe.

The working group is as follows: Chief Bryan, Mr. Yarborough, Ms. Wilson, and Ms. Hoffmann.

- 5) **Outage Report – (Handout) CA 9-1-1 Network Outage Report** – All reportable outages (i.e., outages that impact the 9-1-1 network) are located on the handout which provides additional notes on specific outages for each month. Outages are listed through April 2008.

**6) 9-1-1 Office - Update****9-1-1 Foreign Language Interpretation Services**

Ms. Rhoe reported that everything is moving well; the California Multiple Award Schedule contract is in place and working well. Anticipated release date of the Request for Proposal is 10 days from the date of this meeting – with an award date as early as September 2008.

**PSAPs Not Accepting Wireless Calls Directly**

Ms. Rhoe emailed a list to the Board a few months ago of PSAPs that have not agreed to take their wireless 9-1-1 calls directly. The 9-1-1 Office encourages PSAPs to take their wireless calls directly. There are a number of opportunities with regard to how to communicate this effort: make personal visits, ask the PSAP managers to appear at the Board meeting, or send a letter asking the agencies to appear. If the PSAP comes to a Board meeting, the 9-1-1 Office would most likely have to reimburse the PSAP per diem and travel costs. The Board can prepare a letter addressed to the Police or Fire Chiefs. This letter will be signed by the Board or Chair. The letter should include a deadline by which to reply. Ms. Rhoe will draft a letter and email it to the Board.

**“Next Generation” (NG 9-1-1) -**

Ms. Rhoe introduced the newest member of the 9-1-1 Office, Andy Nielsen. Mr. Nielsen has over 26 years of experience in the Telecommunications area. While working at AT&T he worked in the operations group. He was a Product Manager for 9-1-1 and a Sales Manager for the last five to seven years, California was his responsibility. He was involved in a lot of issues that occurred in California at that time; Mr. Nielsen was on the team that brought SS7 to California. Mr. Nielsen worked closely with the State and AT&T in their wireless trial back in 1996 & 1997. He also was involved in the State VoIP implementations for the 9-1-1 Office.

Ms. Rhoe stated that the 9-1-1 Office had invited providers to give presentations of what “next generation” products and services they had to offer. A plan is being developed by the 9-1-1 Office, PSAPs are welcome to share input and ideas regarding a NG 9-1-1 system.

Mr. Nielsen defined what NG 9-1-1 means to the State of California. Staff has had contact with vendors and members of the California chapter of the National Emergency Number Association (CALNENA) regarding what California expects of a NG 9-1-1 network. One concern is the impact to the PSAPs. A survey has been developed and will be distributed to CALNENA members and all PSAPs to obtain their input regarding what NG 9-1-1 means to them. This will help define what services and products are needed.

The results will be shared with the Board. Mr. Yarborough will send a letter from Cal NENA to the PSAPs encouraging them to complete the survey.

**Education**

The 9-1-1 Office invites PSAPs to come to Sacramento to participate in an educational presentation on a variety of areas, such as available funding, funding guidelines, customer premise equipment replacements or upgrades, and brochure information that has been made available to the PSAP community. In addition, the 9-1-1 Office is looking forward to partnering with different agencies that have good advertisement campaigns. Within the Department of General Services, the 9-1-1 Office is working with the Public Information Officer on developing a program for 9-1-1 education. In the future, the 9-1-1 Office plans to coordinate an outreach program not only for kids but for the public in general.

The 9-1-1 Office is targeting wireless, as the CHP office is overwhelmed with calls and would like to improve the service level by routing calls to the most appropriate response agency initially.

The public safety community has had issues with abusive 9-1-1 callers. One caller was finally caught after making about 30,000 9-1-1 calls using his wireless phone; this really impacts public safety because those who have a real emergency cannot reach emergency responders quickly.

#### **Local 9-1-1 Fees – Impact of Court Ruling**

There have been several news articles with regard to local 9-1-1 fees. Handouts were given to the Board. Ms. Rhoe wanted to know if the Board had any concerns. These fees have no impact on the State Emergency Telephone Number Account revenue. This is a local ordinance issue that impacts local fees. Cities like San Francisco have separate fees that may or may not have been approved by voters.

- 7) **Fall Advisory Board Meeting Location** – Will be held in Ontario, California on October 8, 2008 at the Ontario Convention Center.
- 8) **Announcements**
  - CALNENA meeting in Simi Valley July 24<sup>th</sup>. For more information please visit [www.calnena.org](http://www.calnena.org).
  - COPS West October 7-8 in Ontario, California at the Ontario Convention Center.
- 9) **Public Comments** – Andy Nielsen commented that technology has changed. The “Next Generation 9-1-1 System” will change how almost everything is done in California 9-1-1.
- 10) **Next Meeting Date and Time** – The next regular 9-1-1 Advisory Board meeting is scheduled for Wednesday, October 8, 2008 at 9:00 a.m. in Ontario, CA at the Convention Center.
- 11) **Adjournment** – Motion to adjourn was made by Chief Doscher. The meeting adjourned at 11:21 a.m.

#### **Handouts**

- CA 9-1-1 Advisory Board Agenda June 4, 2008
- CA 9-1-1 Advisory Board Minutes February 27, 2008 - Draft
- FOR Fiscal Findings
- Draft Request For Offer on the 9-1-1 Strategic Plan for California
- The Mercury News – County Drops 9-1 Fee Plan
- The Mercury News – City’s 9-1-1 Fee Could End Up On Fall Ballot
- The Mercury News – Cities worry about 9-1-1 fee
- SB 1040, Chaptered
- California 9-1-1 Office “Cost Per Call” Report
- 9-1-1 Outage Report for January 2008 thru April 2008
- California County Coordinators